



COVID-19

Reopening Guideline

For WDI International, Inc.

May, 2020

Introduction

WDI and our affiliated partners are always focused on the safety of our customers, team members, and guests, and we will continue to work on educating best practices on reducing the risk of the spread of COVID-19, amid the pandemic. As such, we are monitoring closely and while aligning with local, state, federal, and global public health guidelines and agencies, we will continue to review our policies and procedures with the aim of further strengthening our response to COVID-19.

This reopening guideline is aimed as a tool detailing how we plan to reopen our businesses, keeping COVID-19 away from our restaurants, while continuously caring for all of our customers and employees safe to every extent possible. This plan, which pulls from Centers for Disease Control and Prevention (CDC), Food and Drug Administration (FDA) and Occupational Safety and Health Administration (OSHA) guidance, highlights the responsibilities of managers and employees, and outlines the following steps that WDI is taking to address COVID-19 related concerns.

- Set a Store-specific Plan
- Provide Employee Training
- Implement Individual Control Measures and Screening
- Ensure Cleaning and Disinfecting Protocols
- Follow Physical Distancing Guidelines
- Other Considerations

We understand that every store's situation is different, and it is imperative that the General Manager and his or her management team verify regulations that are mandated by local government in each respective market in order to ensure total compliance.

Set a Store-specific Plan

- Prior to reopening, with utilizing the reopening checklist (a sample and its download link for the checklist is available on page 12 of this guidelines), regional operational head (VP/DO/DM) works with each GM to establish a store-specific plan at every location and perform a comprehensive risk assessment of all areas.
- In addition to this company provided reopening guidelines and the checklist, make sure to check, review, and implement any additional guidelines and/or checklists by local government that are required to follow upon reopening.
- GM (unless otherwise instructed by the company) is to be the responsible point person for implementing the plan for his/her own store.
- Make sure contact info for local health department and hygiene and sanitation service provider is accessible to store's management team.
- Regularly evaluate the store for compliance with the plan, checklist document, and correct deficiencies when identified.

- Train and communicate with employees (including management team) on the plan as well as reminding the proper communication protocols (initial report should be addressed to GM of the store, then GM reports to company COO, Suguru Ishiguro at 808-561-0965) when incidents (including potential exposure) or media inquiries should occur.
- Investigate any COVID-19 cases and update the plan as needed to prevent further cases.
- Identify close contacts (within 6 feet for 15 minutes or more) of an infected employee and take steps for isolation.
- Create a contact tracing record of guest entering the establishment. The log must include date and time of visit, name of individual/s and contact information. The record must be kept on file for 30-days or longer.

Provide Employee Training

- Reopening orientation must be conducted for employees upon resuming businesses and continuous training shall be provided at pre-shift meetings or when needed on a daily basis (GM to ascertain that all employees reporting to work complete orientation and confirm information to the COO).
- Up-to-date information on [COVID-19](#), how to protect yourself and others. And how to prevent the spread of virus if you are sick.

- The importance of not coming to work if employees have any symptoms (frequent cough, fever, shortness of breath, chills, muscle pain, sore throat, new loss of taste or smell) or someone they live with have been diagnosed with COVID-19.
- The proper use of Personal Protective Equipment ([Facial covering/mask, glove](#)).
- The proper [handwashing](#) or hand rubbing with sanitizer with at least 60% ethanol or 70% isopropanol.
- The importance of physical distancing at work and off-work time.
- How to do [self-screening](#) at home.
- Up-to-date information on leave benefits by the company and/or Federal/local government that the employee may be entitled to receive.



Implement Individual Control Measures and Screening

- Symptom screenings and temperature checks must be conducted for all employees at the beginning of their shifts. Once filled out, [COVID-19 employee questionnaire](#) becomes personal medical information, which should be kept and treated as confidential.

- All FOH and BOH employees should wear facial coverings/masks and disposable gloves at any time in the store. Gloves should be changed before and after changing tasks or at least every 30 minutes. While gloves are being changed, proper handwashing should be done simultaneously.
- Dishwashers should use equipment to protect the eyes, nose, and mouth from contaminant splash using a combination of face coverings, protective glasses, and/or face shields. Reusable protective equipment should be properly disinfected between uses.
- Post signage at visible location that requires customers to wear facial coverings/masks while waiting for service.
- Post signage at visible location that asks for customers' cooperation in practicing social distancing during the visit.
- Post separate signage at visible location that to try our best to keep our community safe, customers are required to get temperature check with contactless thermometer upon arrival. And anyone with a high temperature with 100.4F or above cannot be accommodated and should consider seeking medical advice.
- Post signage at the entrance that states no one with a fever or symptoms of COVID-19 is to be permitted in the store.
- All guest entering the establishment must complete the contact tracing record prior to being assigned a table or before leaving the premises.

☑ Ensure Cleaning and Disinfecting Protocols

- Perform thorough cleaning in high traffic areas, such as entrances, bathrooms, and waiting areas. Bathroom check must be done every 30 minutes during the operation hours.
- Frequently disinfect commonly used surfaces by customers and/or employees.

Examples #1:

Entrance doors, bathroom doors, door handles/knobs, faucets, handrails, touchpads, tables and chairs, waiting benches, pens, check presenters, and cash trays.

Examples #2:

POS screens, credit card terminals, tablets, phones, serving trays, water pitcher handles, cooking timers, oven doors, grill and range knobs, kitchen and bar utensils.

- Consider ways to increase fresh air circulation and ventilation efficiency such as opening up windows/doors, installing air purifier, upgrading A/C filters.
- Pre-setting tables with napkins, plates, silverware, glassware etc. is discontinued.
- Pre-roll silverware in paper/cloth napkins, which should be put on the table once customers are seated.

- Use disposable menu for both food and beverage. Consider making digital menus for customers to view on a personal electronic device.
- No condiments are allowed to be kept on tables. All condiments will be provided upon request to customers in single serve containers. If not, shared containers (bottles/shakers) must be disinfected after each use.
- To-go containers (for leftover food) must be filled by customers.
- Install hand sanitizer dispensers (touchless models are preferred) at least at entrances and the areas where handwashing sinks are not accessible.
- Close areas or suspend services where customers may touch food or food-ware items that other customers may use, such as buffets, salad bars, and self-service areas.



Follow Physical Distancing Guidelines

- Consider reservations-only business model or call-ahead seating where practical.
- Implement peak period queuing procedures, including the use of digital platforms to notify customers through their mobile phones when their table is ready to avoid use of pagers and to control and minimize cross flow of incoming and outgoing customers.

- Floor plan should be reconfigured by removing tables and chairs to maintain a physical distance of 6 feet between table setups as well as adjusting the maximum occupancy at the level that permitted by local jurisdictions. If tables and chairs cannot be removed, use visual cues to show that they are not available for use or install physical barrier between tables.
- Install plexiglass protective screen or other type of physical barriers/partitions at the areas where maintaining physical distance of 6 feet is difficult such as host stands, to-go counters, section of a bar counter, and cash registers.
- Any area where customers or employees' queue or congregate such as host stands, ordering counter, and waiting areas should be clearly marked for appropriate physical distancing.
- Limit the number of customers at a single table per required by local jurisdictions.
- Reconfigure kitchen to maintain physical distancing in those areas where practical and if not practical, menu engineering and/or employee schedule adjustment should be considered.
- Review the delivery schedules and frequency of orders to limit the number of deliveries to reduce exposure. Designate drop-off locations to receive deliveries. Maintain physical distance of at least 6 feet with delivery drivers.



- To-go/delivery items should be made available using contactless pick-up and delivery protocols.

☑ Other considerations

- Make sure to have contactless thermometers and [COVID-19 employee questionnaire](#) ready to use for symptom screening and temperature checks, and stock up facial coverings/masks, sanitizer solutions, disinfectant (preferably approved by EPA, the Environmental Protection Agency) for continuous operations.
- Thoroughly detail-clean and sanitize entire store and call for extensive pest control service prior to reopening.
- Identify all water taps and equipment supplied with portable water and turn on with drains simultaneously for 10-15 minutes to empty stagnant water that has sat for weeks in pipes or equipment.
- Make sure to have signs, floor marks, physical barrier installed where applicable.
- Recall procedures prepared by HR Department must be followed with the help of HR if employees have been furloughed.
- Update business information accordingly at the store front, on your website, reservation platforms, and SNS accounts and pages.

Standard Operating Procedures (SOP)

- A set of COVID-19 specific Standard Operating Procedures with verification sheet is prepared for use. The files can be downloaded from the embedded links below.

- [SOP – Sanitizing](#)
- [SOP – Physical Distancing](#)
- [SOP – Proper Mask Use](#)
- [SOP – Proper Glove Use](#)
- [SOP – Payment Transactions](#)
- [SOP – Handling customers with COVID-19 symptoms](#)
- [Verification sheet](#)

COVID-19 SPECIFIC REOPENING CHECKLIST

	COVID-19 SPECIFIC REOPENING CHECKLIST		
Restaurant name:	Targeted reopening date:		
FOH	Who	When	Completed
Validate that all FOH staff have completed all COVID-19 training and that the sign off sheet kept on file			
Install protective screen where needed (host stand, to-go counter, and cash registers)			
Ensure that hand sanitizer is available at the front entrance			
Ensure sufficient stock of PPE - facial coverings/masks and gloves for all employees			
Post Physical Distancing sign in the entrance area			
Install floor decals or tapes marking at 6 feet intervals for appropriate physical distancing			
Hand washing posters to be displayed in the bathrooms			
Reconfigure floor plan to meet social distancing and maximum occupancy requirements			
BAR	Who	When	Completed
Validate that all Bar staff have completed all COVID-19 training and that the sign off sheet kept on file			
Where bar counter is allowed to open, rearrange bar seatings to be in compliance with social distancing requirement			
BOH	Who	When	Completed
Validate that all BOH staff have completed all COVID-19 training and that the sign off sheet kept on file			
Ensure that hand sanitizer is available at the employee entrance/exit area			
Ensure sufficient stock of PPE - facial coverings/masks and gloves for all employees			
Ensure that handwashing instructions are posted at all hand washing sinks (use Ecolab or as per local cleaning chemical vendor)			
Ensure that face shields (or protective glasses) are available for dishwashers			
Reconfigure kitchen to maintain physical distancing in those areas where practical			
Review the delivery schedules and frequency of orders to limit the number of deliveries to reduce exposure			
FACILITIES	Who	When	Completed
Review vendor list and contact any vendors pending delivery/service to notify of reopening date			
Obtain contact info for local health department and hygiene and sanitation service provider			
Schedule an extensive pest control treatment			
Restore fresh water by running old water for 10-15 minutes			
Where are you keeping all spare PPE?			
Pick-up area for to-go/delivery items clearly marked and all employees and collection drivers understand protocols?			
FOH signage up and correct?			
BOH posters checked and correct?			
EMPLOYEES & COMMUNICATION	Who	When	Completed
Set-up to implement COVID-19 Employee Questionnaire			
Are all employees trained in the proper communication protocols?			
Are all employees being scheduled for reopening orientation?			
Update business information accordingly at the store front, website, reservation platforms, and SNS accounts and pages			
GM SIGN OFF			